



Investor Grievance Redressal Policy

1. Grievance Redressal Mechanism

We value the trust reposed by our clients and are committed to resolving all grievances in a fair, transparent, and time-bound manner.

Clients may lodge their complaints through any of the following channels:

- **Email:** admin@iamclearmind.com
- **Phone:** +91 9372810916
- **Post:** Shop No. 106, 1st Floor, Jewel square CTS No. 15/A,7/15, S.No 479&480, Koregoan Road, Pune, Maharashtra,411001

All complaints received shall be acknowledged promptly and will be resolved within **21 working days** from the date of receipt, as per regulatory expectations.

2. SEBI SCORES Platform

If the client is not satisfied with the resolution provided, they may escalate the complaint through the SEBI Complaints Redress System (SCORES).

Clients can lodge complaints on SCORES at:

👉 <https://scores.sebi.gov.in>

The complaint shall be handled in accordance with the framework prescribed by the Securities and Exchange Board of India (SEBI).

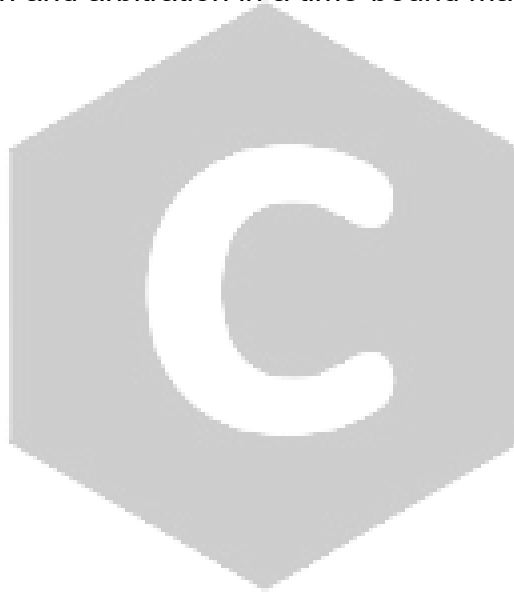
3. Online Dispute Resolution (ODR)

In case the grievance remains unresolved even after exhausting the SCORES mechanism, the client may opt for the Online Dispute Resolution (ODR) platform introduced by SEBI.

ODR portal link:

👉 <https://smartodr.in>

This mechanism enables online conciliation and arbitration in a time-bound manner.



4. Grievance Redressal / Escalation Matrix

Clients may escalate their complaints internally as per the following matrix:

Details of Designation	Contact Person Name	Address	Contact No.	Email ID	Working Hours
CEO	Mr. Punam Kucheria	Shop No.106,1st Floor Jewel Square, Koregoan Park,411001	+91 9372810916	admin@iamclearmind.com	Mon to Fri 9.30 am to 6 pm
Compliance Officer	Mrs. Deepa Kucheria	Shop No.106,1st Floor Jewel Square, Koregoan Park,411001	+91 9372810916	admin@iamclearmind.com	Mon to Fri 9.30 am to 6 pm
Customer Care	Mr. Punam Kucheria	Shop No.106,1st Floor Jewel Square, Koregoan Park,411001	+91 9372810916	admin@iamclearmind.com	Mon to Fri 9.30 am to 6 pm
Head of Customer Care	Mr. Punam Kucheria	Shop No.106,1st Floor Jewel Square, Koregoan Park,411001	+91 9372810916	admin@iamclearmind.com	Mon to Fri 9.30 am to 6 pm
Principal Officer	Mr. Punam Kucheria	Shop No.106,1st Floor Jewel Square, Koregoan Park,411001	+91 9372810916	admin@iamclearmind.com	Mon to Fri 9.30 am to 6 pm

5. Important Notes

- Clients are advised to first approach the entity directly for resolution.
- If unresolved, escalation should be done sequentially through the above matrix.
- Regulatory escalation through SCORES and ODR can be initiated thereafter.

